

FOR IMMEDIATE RELEASE, 18 SEPTEMBER 2025

Pets at Home Group Plc: Board changes and profit downgrade

THIS ANNOUNCEMENT CONTAINS INSIDE INFORMATION FOR THE PURPOSES OF ARTICLE 7 OF THE MARKET ABUSE REGULATION (EU) 596/2014 ("EU MAR") AND ARTICLE 7 OF THE MARKET ABUSE REGULATION (EU) 596/2014 AS IT FORMS PART OF DOMESTIC LAW IN THE UNITED KINGDOM (THE "UK") BY VIRTUE OF THE EUROPEAN UNION (WITHDRAWAL) ACT 2018 ("UK MAR").

Pets at Home Group Plc (Company) announces that Lyssa McGowan, CEO has left the business with immediate effect.

A search has commenced for a permanent CEO.

Ian Burke, non-executive chair, has assumed the role of executive chair until a permanent CEO has been recruited.

The board would like to thank Lyssa McGowan for her commitment to leading the business since she became CEO of the business in 2022.

Pets at Home Group plc, also today provides an unscheduled trading update for FY26 reflecting our updated views on Retail trading and lowering profit guidance accordingly.

- Our existing guidance assumed a central scenario for Retail of 1% market growth against which we expected to return to market outperformance through FY26 as the investments we made in digital bore fruit.
- Through Q2, the underlying pet retail market has remained subdued, declining slightly year to date.
- Against this, we have seen the performance of the Retail business improve sequentially, narrowing the gap to the market, but the rate of improvement has been below expectations.
- We continue to see double-digit digital sales growth, outperforming the online retail market supported by our improved digital platform and strong growth in Easy Repeat subscriptions.
- In contrast, our store sales have proved more challenging, declining 5% year to date.
- Our Vet Group continues to deliver high-single digit sales growth. We are on track to deliver our planned 10 new practices in FY26, alongside 15 vet extensions and another year of profit progress.

In light of the performance gap we have seen in Retail versus our plan, **we now expect FY26 underlying PBT in the range £90-100m.**

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About Pets at Home

Pets at Home Group Plc is the UK's leading pet care business, providing pets and their owners with the very best advice, products and care. Pet products are available online or from over 450 pet care centres, many of which also have vet practices and grooming salons. The Group also operates a leading small animal veterinary business, with over 440 veterinary general practices located both in our pet care centres and in standalone locations. For more information visit: <https://www.petsathomeplc.com/>

Disclaimer

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This announcement contains information that is inside information for the purposes of Article 7 of the UK version of Regulation (EU) No. 596/2014 which is part of UK law by virtue of the European Union (Withdrawal) Act 2018, as amended (the Market Abuse Regulation ("MAR")). Upon the publication of this announcement, such information will no longer constitute inside information. Andrew Porteous, the Company's Director of Investor Relations, is the person responsible for making the notification for the purposes of Article 17 of MAR.